AMENDMENTS TO THE CLAIMS

Claims 1-23 (Cancelled)

24. (New) A computer hardware system for estimating a service level agreement (SLA) breach value for a resource, comprising:

a performance history database including historical performance data for the resource; and

at least one computer hardware device coupled to the performance history database, wherein the at least one computer hardware device is configured to:

retrieve the historical performance data for the resource, and

generate the estimated SLA breach value by processing the historical performance data for the resource.

25. (New) The computer hardware system of claim 24, wherein

the at least one computer hardware device is configured to build a SLA.

26. (New) The computer hardware system of claim 24, wherein

the at least one computer hardware device is configured to generate a chart,

the chart includes the historical performance data for the resource and a current SLA breach value setting.

27. (New) The computer hardware system of claim 26, wherein

the at the at least one computer hardware device is configured to receive a proposed SLA breach value setting and regenerate the chart to included the proposed SLA breach value setting.

28. (New) The computer hardware system of claim 24, wherein

the at least one computer hardware device is configured to generate, using a compliance percentage, the estimated SLA breach value.

29. (New) A method for estimating a service level agreement (SLA) breach value for a resource, comprising:

retrieving historical performance data for the resource from a performance history database;

generating, with a computer hardware system, the estimated SLA breach value by processing the historical performance data for the resource; and

displaying, using the computer hardware system, the estimated SLA breach value.

30. (New) The method of claim 29, wherein

the historical performance data is based upon an aggregation of customers accessing the resource.

31. (New) The method of claim 29, wherein

the historical performance data is based upon a single specific customer accessing the resource.

32. (New) The method of claim 29, wherein

the generating comprises

   identifying an SLA breach value trend based upon the historical performance

data; and

   predicting a future SLA breach value based upon the trend.

33. (New) The method of claim 29, wherein

the generating comprises

   receiving a compliance percentage; and

   computing said estimated SLA breach value based upon the compliance

percentage.

34. (New) A machine readable storage having stored therein computer program code for

estimating a service level agreement (SLA) breach value for a resource, the computer program

code, which when executed by a computer hardware system, causes the computer hardware

system to perform:

   retrieving historical performance data for the resource from a performance history

database;

   generating, with a computer hardware system, the estimated SLA breach value by

processing the historical performance data for the resource; and

   displaying, using the computer hardware system, the estimated SLA breach value.

35. (New) The machine readable storage of claim 34, wherein

the historical performance data is based upon an aggregation of customers accessing the resource.

36. (New) The machine readable storage of claim 34, wherein

the historical performance data is based upon a single specific customer accessing the resource.

37. (New) The machine readable storage of claim 34, wherein

the generating comprises

identifying an SLA breach value trend based upon the historical performance data; and

predicting a future SLA breach value based upon the trend.

38. (New) The machine readable storage of claim 34, wherein

the generating comprises

receiving a compliance percentage; and

computing said estimated SLA breach value based upon the compliance percentage.